



**Ministry Of Community Safety
and Correctional Services**

**2013–14
Annual Accessibility Plan**

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Introduction

For over 10 years, every ministry has set a course to prevent, identify and remove barriers for persons with disabilities. Ministries achieve this through the preparation of their annual Accessibility Plan (Plan) as required under the [Ontarians with Disabilities Act, 2001 \(ODA\)](#).

Recently, the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) established Ontario's roadmap to become accessible by 2025. It includes standards in areas such as: customer service, information and communications, employment, transportation and the built environment. In 2010, the Ministry of Community Safety and Correctional Services (MCSCS) complied with the requirements of the first standard on [customer service](#).

In 2011, ministries began to meet the requirements of the other four standards found in the [Integrated Accessibility Standards Regulation \(IASR\)](#).

On January 1, 2012, the Ontario Public Service (OPS) published a single [Multi-Year Accessibility Plan \(MYAP\)](#). The MYAP included the following commitment:

*The OPS endeavours to demonstrate leadership for accessibility in Ontario.
Our goal is to ensure accessibility for our employees and the public we serve in
our services, products and facilities.*

This Plan will build on these laws and the MYAP. It will outline how MCSCS will contribute to a barrier-free Ontario by 2025.

To access this and other ministries' 2013 – 14 Accessibility Plans, visit [Ontario.ca](#).

Section One: Report on Measures Taken in 2012-13

The following is a list of the commitments made in last year's Plan and the measures taken.

Customer Service Commitments

1. Promote the OPS Accessible Customer Service Policy within the ministry.
2. Continue to track the completion of mandatory training quarterly.
3. Continue to review, respond and report on accessibility feedback received through various channels by all divisions within the ministry on a quarterly basis.
4. Incorporate accessibility into ministry documents at the source.
5. Ensure public meetings are accessible.
6. All directors and assistant deputy ministers (ADMs) will participate in the Certificate of Assurance process for compliance with the Customer Service Regulation and current AODA obligations.
7. Organize an Accessibility Showcase during the 2013 National Access Awareness Week.

Customer Service Measures Taken

1. Promoted the OPS Accessible Customer Service Policy within the ministry. The ministry's refreshed accessibility intranet site makes it clear that all staff must read and understand the OPS Accessible Customer Service Policy and provides key resources. Training on how to provide customer service to clients with disabilities continues to be mandatory for all ministry staff.
2. The Human Resources Strategic Business Unit (HR SBU) in Corporate Services Division tracked the completion of mandatory training on a quarterly basis and provided the compliance reports to divisional accessibility leads for action.
3. Reviewed accessibility feedback received by all divisions within the ministry on a quarterly basis.

4. Reviewed document templates for deputy minister briefing notes, meeting notes and PowerPoint presentations available on the intranet site to ensure accessibility was built at the source.
5. Updated the ministry accessibility intranet page to inform staff about how to ensure that public meetings are accessible. For instance, during the External Relations Branch consultation stage of the Ontario Crime Prevention Strategy, ministry staff ensured that consultations were inclusive and accessibility needs were accommodated appropriately.
6. Directors and ADMs participated in the Certificate of Assurance process for compliance with the Accessibility Standards for Customer Service Regulations and current AODA obligations.
7. The ministry marked the 2013 National Access Awareness Week with a joint deputy minister memo to all ministry staff. The memo promoted the ministry's refreshed accessibility intranet page, encouraged staff to attend at least one event organized by the Diversity Office, take a course on an accessibility topic, or watch Accessibility Directorate videos about making Ontario accessible. The HR SBU also created two accessibility slideshows, entitled "Universal Symbols of Accessibility" and "Accessibility Starts with You," which ran on the internal MCSCS lobby television during National Access Awareness Week.

Information and Communications Commitments

1. Emergency procedures, plans and/or public safety information will be available in an accessible format, upon request, as soon as practicable. EMO is working with Accessibility Directorate of Ontario (ADO) to strengthen municipality/community emergency preparedness information through a project called the "Emergency Preparedness Diversity Lens Initiative."
2. New or significantly refreshed Internet and intranet websites and web content on those sites will conform to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, other than live captions and audio descriptions (pre-recorded).
3. Consistent with the 2013 IASR obligations, the ministry will have a process for receiving and responding to feedback that is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. The ministry will notify the public about the availability of these accessible formats and communications supports.

Information and Communications Measures Taken

1. Emergency procedures, plans and/or public safety information are available in an accessible format and appropriate communications supports are provided, upon request, as soon as practicable. EMO worked with ADO to strengthen municipality/community emergency preparedness information through a project called the “Emergency Preparedness Diversity Lens Initiative.”
2. The Communications Branch ensured that new and refreshed Internet and intranet websites and web content conform to WCAG 2.0 Level AA, other than live captions and audio descriptions (pre-recorded).
3. The ministry's accessibility lead reviewed the process for receiving and responding to accessibility feedback that is accessible to persons with disabilities. New public notices outlining the accessibility feedback process are now available in English and French. The notices were posted in a prominent location in the lobby of the ministry headquarters at 25 Grosvenor Street in Toronto and will be rolled out to all other ministry locations.

Also, ministry-wide communications to staff encouraged employees to notify the public about the availability of accessible formats and communications supports. The HR SBU director sent an email to all ADMs asking that email signatures and meeting invites include proactive offers of accommodations. Email signatures include the following statement(s): “If you have any accommodation needs or require communications supports or alternate formats, please let me know. [French, if applicable: Si vous avez des besoins en matière d'adaptation, ou si vous nécessitez des aides à la communication ou des médias substitués, veuillez me le faire savoir.]” Meeting invite signatures include the following statement(s): “If you have any accommodation needs in order to participate fully in any aspect of this meeting, please let me know. [French, if applicable: Si vous avez des besoins en matière d'adaptation pour participer pleinement à tout aspect de cette réunion, veuillez me le faire savoir.]”

Employment Commitments

1. Track and report on compliance for manager completion of “ODA: Maximizing Contributions of Employees with Disabilities.”
2. Disseminate and implement corporate directives regarding employment requirements under the IASR. Consistent with the 2013 IASR obligations, the ministry will take into account disabilities that our employees may have during performance management, career development, and redeployment. It will also document individual employee accommodation and emergency response plans.
3. Use internal communications and training opportunities to ensure hiring managers and administrative staff are made aware of barrier-free recruitment practices, the Employment Accommodation and Return to Work Operating Policy and alternate formats and communications supports requirements.

Employment Measures Taken

1. The HR SBU tracked and reported the manager completion of the mandatory course called “ODA: Maximizing Contributions of Employees with Disabilities.” In summer 2013, the e-learning course was replaced by newer material found in the “Working Together - The OHRC,” the AODA video and the IASR in the OPS e-learning course.
2. The HR SBU disseminated and implemented corporate directives regarding employment requirements under the IASR, including: the requirements to take into account disabilities that our employees may have during performance management, career development, and redeployment, as well as documenting individual employee accommodation and emergency response plans.
3. The HR SBU continued to provide support to managers to help them access specialized services for workplace accommodations through the corporate services offered by HROntario.

The HR SBU participated in the development and review of the OPS Mental Health Toolkit, by coordinating focus groups of managers from Correctional Services to review and comment on the toolkit and coordinating pilot training for Correctional Services managers. The unit also delivered an orientation session on the mental health toolkit to all managers in the Operational Support (OS) Division, Correctional Services.

The HR SBU also provides quarterly wellness, health and safety tracking reports for the deputy ministers. One-hour work-life seminars on topics such as stress management, nutrition and heart health are available to all ministry staff through the Employee Assistance Program.

The ministry also participated in a Diversity Mentorship Partnership Program, enabling reciprocal learning between employee and executive partners.

Built Environment Commitments

1. Incorporate the requirements of the Guidelines for Barrier-Free Design of Ontario Government Facilities into new facilities being built along with, where possible, retrofitting of ministry facilities.
2. Conduct a final construction review (including accessibility components) of the Toronto South Detention Centre (TSDC) and South West Detention Centre (SWDC) just before the substantial completion of each project. The final construction reviews will be conducted by a third party consultant managed by Infrastructure Ontario (IO) and with Facilities and Capital Planning Branch involvement.

Built Environment Measures Taken

1. The IO Guidelines for Barrier-Free Design of Ontario Government Facilities are incorporated into new facilities being built along with, where possible, retrofitting of ministry facilities. Key achievements include:
 - The Forensic Services and Coroner's Complex (FSCC) was completed in 2013. The facility houses the Coroner's Courts and private rooms for the identification of bodies, where grieving families can have privacy during difficult times. The new, state-of-the-art complex, meets IO's 2006 Guidelines for Barrier-Free Design of Ontario Government Facilities and features barrier-free parking, barrier-free entrances, colour contrast for stairs and elevations, barrier-free bathrooms, Braille signage, closed captioning capability for video, as well as accessible corridor sizes, ramps and outside access to TTC Wheel-Trans.

- The Ontario Provincial Police (OPP) built:
 - i. Seven new barrier-free buildings in Armstrong, Burk's Falls, Dryden, Iroquois Falls, Kapuskasing, Nipigon and Walkerton;
 - ii. Eight new barrier-free forensic identification buildings in Chatham, Long Sault, Mount Forest, Peterborough, Smiths Falls, Kenora, North Bay and South Porcupine;
 - iii. Three new barrier-free Regional Command Centre buildings in North Bay, Orillia and Smiths Falls.
- The OPP also conducted some retrofits to older buildings to improve accessibility. OPP Burlington built an access ramp to a secure function area. At OPP Teviotdale work is underway to make the building fully barrier-free. Reception counters for Peterborough, Campbellford, Cobourg, Brighton, and Glencoe OPP detachments were retrofitted to improve accessibility.
- The Cornwall Probation and Parole Office began work in August 2013 to improve accessibility through the installation of an elevator. The Ottawa East Probation and Parole Office replaced the accessibility ramp to improve service for clients.
- The Criminal Intelligence Service Ontario (CISO) worked with the building owner to improve accessibility and safety in their parking lot. This included the resurfacing of the lot and the relocation of designated parking spaces to an area immediately adjacent to the accessible entrance.

2. The following accessibility considerations have been addressed in the TSDC, including the Toronto Intermittent Centre (TIC):

- Each inmate living unit has accessible washrooms/showers and an accessible cell.
- Public areas - such as the lobby, the washrooms and visitation space - are accessible.
- Accessible washrooms for a designated number of staff.
- Staff control posts are ergonomically designed.
- Assistive devices are in place, such as telephone typewriters (TTY), hearing assist teletype, infrared microphones and automatic door assists.

3. Construction continued at the SWDC in 2012-13. Some accessibility highlights for the building include:

- Accessible washrooms for visitors and staff.
- Creating barrier-free access from the parking lot to the front door with cane detectable railing and textured surface.
- Accessible signage, including Braille.
- Accessible washrooms and showers for inmates.
- Barrier-free access to outside yard.
- Phones with volume control and different height wall mounts to accommodate mobility device users – such as scooter and wheelchair users.

Procurement Commitments

1. Continue to train staff on using the OPS Inclusion Lens and Supply Chain Management's accessible procurement resources to identify accessibility considerations when undertaking procurement activities.
2. Continue to promote the use of the checklist, "Meeting Accessibility Considerations in Procurement," developed by Supply Chain Management, as part of the approvals process. Keep on file with other supporting documents. Incorporate as a step in existing documented procurement procedures within the ministry.
3. Continue to make accessible procurement resources available in locations where staff seek out purchasing information, i.e., intranet.
4. Require vendors to demonstrate how they will meet accessibility criteria and rate accordingly.
5. When considering a vendor of record (VOR), review the user guide for that VOR to see how accessibility was dealt with in the original competition to become a qualified vendor. Address gaps in requests for service (RFS), if applicable to assignment.
6. Review feedback on the procurement process and take appropriate action as needed.

Procurement Measures Taken

1. The ministry's Procurement Unit continued to train new staff on using the OPS Inclusion Lens and Supply Chain Management's accessible procurement resources to identify accessibility considerations when undertaking procurement activities.
2. The Procurement Unit continued to use the checklist, "Meeting Accessibility Considerations in Procurement," developed by Supply Chain Management, as part of the approvals process. The unit keeps the checklist on file with other supporting documents and has incorporated it as a step in existing documented procurement procedures within the ministry.
3. The ministry's refreshed accessibility intranet page includes accessible procurement resources available to ensure staff can easily seek out purchasing information.
4. The ministry requires vendors to demonstrate how they will meet accessibility criteria and rates them accordingly.
5. When considering a VOR, the Procurement Unit staff review the user guide for that VOR to see how accessibility was dealt with in the original competition to become a qualified vendor. They address gaps in the RFS, if applicable to the assignment.
6. The Procurement Unit reviewed accessibility feedback on the procurement process and took appropriate action as needed.

Other Commitments

1. Consistent with 2013 IASR obligations, the ministry will provide training on the requirements of the accessibility standards of the IASR and on the provisions of the Human Rights Code.
2. The ministry will provide specialized accessibility training according to job duties.

Other Measures Taken

1. The Institutional Services (IS) Division, Correctional Services, used the OPS Inclusion Lens to embed accessibility, diversity and inclusion into the Code of Conduct and Professionalism (COCAP). All Correctional Services staff will receive training on COCAP in 2014.
2. The Community Services (CS) Division, Correctional Services, has used the OPS Inclusion Lens to all audits of contract fee-for-service and transfer payments to identify and remove barriers to participants.

3. The I&IT Justice Sector Technology Cluster, as well as the Policy and Strategic Planning Division have embedded accessibility and inclusion considerations into their approval process.
4. In 2012, the ministry established the Future of Policing Advisory Committee (FPAC) to work with senior policing and municipal leaders to develop a plan for effective, efficient and sustainable police service delivery in Ontario. An accessibility lens was applied during discussions for the development of proposals for legislative, regulatory and policy change to address key policing and community safety themes and other matters identified through the consultation process. For example, FPAC's consideration of current and future 911 service delivery has included recognition of the needs of persons with hearing and speech impairments. FPAC discussions have brought awareness to 911 service delivery and how these communities may be more effectively served by a planned 911 texting option for mobile phones, which will replace the current teletypewriter system that works only on landlines.
5. The management team in three divisions completed an inclusion self-awareness exercise. This initiative supports the ministry's strategic goal of having informed leaders, who champion and model inclusion, diversity and accessibility.
6. Inclusion, diversity and accessibility commitments are now included in the performance plans of deputy ministers and ADMs. Inclusion, diversity and accessibility performance commitments were also rolled out for managers in the IS Division and OS Division, Correctional Services.
7. Two staff members in Corporate Services Division attended a TTY training session offered by the Diversity Office.
8. The ministry's accessibility lead or delegate participated in OPS communities of practice to leverage knowledge, share best practices, and ensure consistency in application of concepts. The lead also attended the JOIN 2012 Fall Conference.

Section Two: Report on Measures Planned for 2013-14

Last year, the OPS published a [Multi-Year Accessibility Plan \(MYAP\)](#) that outlines how the government will identify, prevent and remove barriers for persons with disabilities. In this section, although we highlight the deliverables and timelines of the MYAP until 2016, MCSCS is only reporting on measures it will take or initiate during the 2013 -14 reporting period.

Customer Service

The MYAP outcome for customer service is: “People with disabilities who are OPS customers receive quality goods and services in a timely manner.”

The MYAP timelines and deliverables are as follows:

- 2013: New staff trained on accessibility
- 2013: Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I&IT and training
- 2013: Increased awareness in OPS of accessibility best practices in customer service and the workplace
- 2014 – 16: Staff and customer feedback sought on accessibility innovations and improvements
- 2014 – 16: OPS Inclusion Lens applied to all policies and practices
- 2014 – 16: Accessibility is part of all OPS business

The ministry's proposed customer service measures for 2013 -14 are to:

- Identify what accessible devices are available on-site to people with disabilities and ensure that staff know how to use them. The ministry plans to audit its telephones and TTYs to improve customer service for people with disabilities.
- Ensure notice disruption policies are in place when services are unavailable.
- Analyze feedback received or lack of it.

- Build accessibility into new internal policies, procedures and practices.
- Survey all staff to identify barriers and recommendations on accessible services.
- Assure that the diversity and accessibility lead(s) take the OPS Inclusion Lens train-the-trainer sessions by December 31, 2014.
- According to job duties, require staff to have taken OPS Inclusion Lens training by December 31, 2015.
- Use the OPS Inclusion Lens when developing new internal policies, procedures and practices to assure that accessibility is considered whenever OPS business is conducted

Employment Accommodation

The MYAP outcome for employment accommodation is: "People with disabilities who are OPS employees participate fully and meaningfully in services and employment."

The MYAP timelines and deliverables are as follows:

- 2013: OPS to conduct management review on accommodation for employees with disabilities ("disability management review")
- 2013: Increased awareness in OPS of accessibility best practices in customer service and the workplace
- 2013: Senior managers have accessibility performance commitments
- 2014 – 16: Best practices on employment accommodation and return to work implemented
- 2014 – 16: Better accommodation for employees with disabilities resulting from the OPS disability management review
- 2014 – 16: Managers and staff have accessibility performance commitments

The ministry's proposed employment accommodation measures for 2013 -14 are to:

- Increase awareness of employment accommodation directives, policies and plans with managers.
- Assure the availability of accessible formats and communications supports for employees.
- Support mentor/sponsor programs.
- Share senior managers' accessibility performance commitments with staff.
- Analyze employee survey results to assess potential barriers to employees with disabilities.
- Develop protocols and procedures to implement recommendations resulting from 2013 OPS disability management review, led by the Ministry of Government Services (MGS).
- Revise performance plan template to include accessibility commitments for staff and managers.

Information and Communications

The MYAP outcome for information and communications is: "Information and communications are available in accessible formats to all OPS staff and customers."

The MYAP timelines and deliverables are as follows:

- 2013: Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I&IT and training
- 2013: Accessibility Expo
- 2014 – 16: Communications, websites, technology solutions and documents employ accessibility best practices
- 2014 – 16: Accessibility Expo continues annually

The ministry's proposed information and communications measures for 2013 -14 are to:

- Continue to meet Web Content Accessibility Guidelines (WCAG) standards.
- Train webmasters on accessible websites and staff on web-ready documents.
- Communicate the availability of accessible formats and communications supports to the public by January 1, 2014.
- Commit to sending at least five ministry delegates to Expo/Job Opportunities Information Network (JOIN) conference in fall 2013.
- Update accessible format templates based on best practices, e.g., business card templates require Braille email address and TTY listing.
- Commit to sending at least five ministry delegates, including employees with disabilities, to future Expo/JOIN conferences.

Built Environment

The MYAP outcome for built environment is: "There is greater accessibility into, out of and around OPS facilities and public spaces."

The MYAP timelines and deliverables are as follows:

- 2013: Continue to develop strategies for addressing infrastructure barriers
- 2014 – 16: OPS ready to implement requirements of AODA Design of Public Spaces Standards and updates to the barrier-free design requirements of the Ontario Building Code

The ministry's proposed built environment measures for 2013 -14 are to:

- Schedule regular meetings between the accessibility lead and Facilities and Capital Planning Branch director to discuss accommodation issues within existing ministry infrastructure.

- Participate in a TTY software pilot run by the Diversity Office.
- Prepare for OPS January 1, 2015, IASR requirements on the design of public spaces.
- Increase manager awareness of barrier-free obligations.

Leadership

The MYAP outcome for leadership is: “The OPS endeavours to demonstrate leadership for accessibility in Ontario.”

The MYAP timelines and deliverables are as follows:

- 2013: Ongoing consultations with persons with disabilities
- 2013: Ministries continue to publish annual accessibility plans
- The ministry’s proposed leadership measures for 2013 -14 are to:
- Establish an internal advisory team that includes employees with disabilities.
- Established regular meetings of internal advisory team and senior management team to provide ongoing input and advice.

Section Three: Report on Legislative Review

Acts, Regulations and Policies Reviewed in 2012 - 13

The OPS Diversity Office and the Ministry of the Attorney General (MAG) have developed a revised approach to continue with the review of government legislation for accessibility barriers. As part of this approach, high impact statutes that meet the following criteria will be reviewed:

- Statutes that affect persons with disabilities directly;
- Statutes that provide for the delivery of widely applicable services or programs;
- Statutes that provide benefits or protections; or
- Statutes that affect a democratic or civic right or duty.

This review will be completed by the end of 2014. The government has decided to review these statutes because it is anticipated that changes in these areas will have the highest impact on those Ontarians who have accessibility needs. Statutes under the responsibility of MCSCS were not identified as part of this review.

Acts, Regulations and Policies to Be Reviewed in 2013 - 14

MCSCS will continue to use the OPS Inclusion Lens when developing or amending acts, regulations, policies, programs, practices and services to identify and remove barriers to accessibility.

Glossary of Terms and/or Acronyms

ADM – Assistant Deputy Minister

ADO – Accessibility Directorate of Ontario

AODA – Accessibility for Ontarians with Disabilities Act, 2005

ASCS - Accessibility Standards for Customer Service Regulation

COCAP – Code of Conduct and Professionalism

EMO – Emergency Management Ontario

FPAC – Future of Policing Advisory Committee

HR SBU – Human Resources Strategic Business Unit

IASR – Integrated Accessibility Standards Regulation

JOIN – Job Opportunities Information Network

MCSCS – Ministry of Community Safety and Correctional Services

MYAP – Multi-Year Accessibility Plan

ODA – Ontarians with Disabilities Act, 2001

OPP – Ontario Provincial Police

OPS – Ontario Public Service

RFP – Request for proposals

RFS – Request for service

TTY – Telephone Typewriter or Telecommunication Device for the Deaf

VOR – Vendor of record

WCAG – Web Content Accessibility Guidelines

How to Contact Us

Questions or comments about MCSCS's Accessibility Plan are always welcome.

Please phone the MCSCS Accessibility Lead: 416-325-8358

General inquiry number: 416 326-5000

General inquiry TTY number: 416-326-5511

Toll-free number: 1-866-517-0571

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Email: MCSCS.Feedback@ontario.ca

Ministry website address: <http://www.mcscs.jus.gov.on.ca>

Visit the [AccessOn web portal](#) found on the Ministry of Economic Development, Trade and Employment's website. AccessOn promotes accessibility and provides information and resources on how to make Ontario an accessible province for everyone.

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